



# ACRT INC

Independent Utility Vegetation Management  
ASSESSMENT • CONSULTING • REPRESENTATION • TRAINING

1333 Home Avenue  
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## Winter 2011

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# Current

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## On the Line in Washington

*ACRT Directors Forge Connections and Build Momentum*

ACRT board members Randy Miller of PacifiCorp and Mike Neal of Arizona Public Service went to Washington, D.C. from August 23–26 to educate policymakers that impact the energy distribution and UVM industries.

directed at specific issues affecting UVM. This committee meets with these agencies annually to develop relationships in an effort to continue UVM education and its importance for the reliability of the electrical grid.”

“We discussed challenges that utilities are facing when they try to follow best practices in areas that are actually federal lands,” Miller said. “Most utilities have lines crossing federal property that cause them to run into communication problems. This creates the need to manage inconsistencies in government-utility relationships and build better communication standards with policymakers.”

In addition to federal property issues, the group worked with the Forestry Service to improve communication in the field; the Environmental Protection Agency to discuss transmission corridor acreage; the Council on Environmental Quality; the Federal Energy Regulatory Commission to discuss utility arborists’ challenges in meeting FERC regulations; the Department of Energy to discuss the need for funding; and the Bureau of Land Management to discuss education.

“The trip was well worth the investment,” Neal said. “Our messages were crafted for each agency and were

## RFP Warning

*An Powerful Look Into UVM Bid Tactics*

ACRT National Sales Manager Joe Marshall recently delivered a presentation on UVM contracting strategies, RFP creation and risk assessment at the Right of Way Association Conference in Jefferson City, Missouri.

“Low-ball bids result in less management or lower quality products. We want people to understand that the lowest bidder isn’t always the lowest cost. Sometimes what seems to be the most cost-efficient way is actually costing you more down the road,” Marshall said. “People were very receptive and I think it will help strengthen and clarify relationships between power distributors and UVM service providers.”

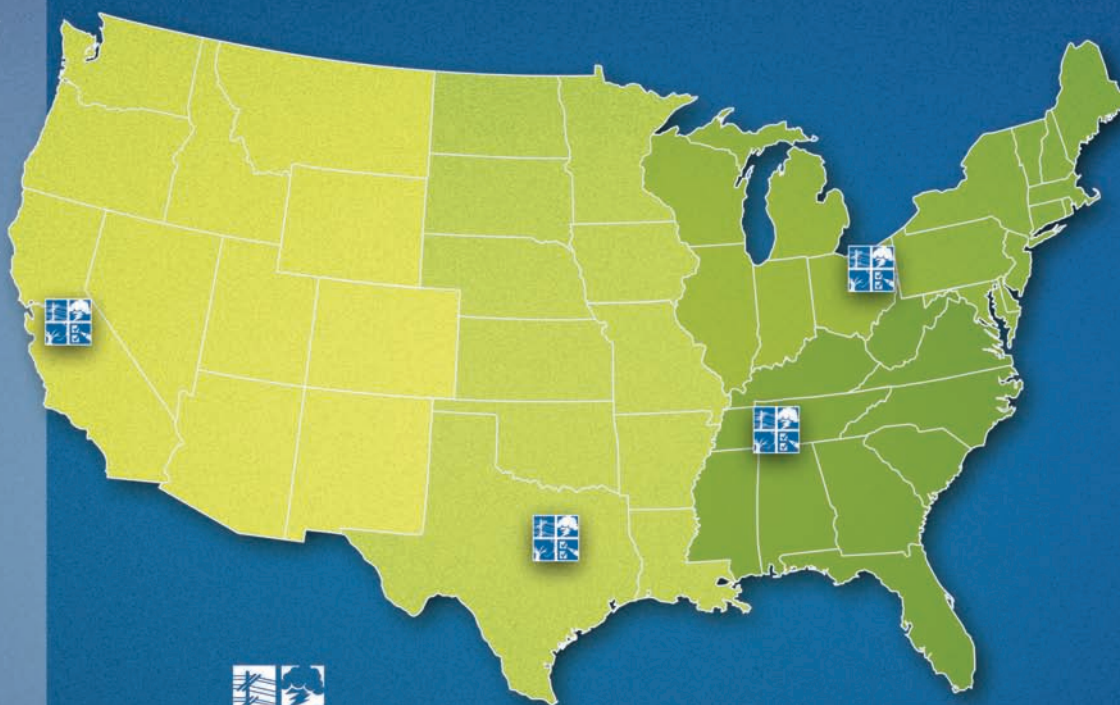
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# Plugged In: Randall Miller

## Participation Creates A Strong Foundation

A strong foundation signifies longevity and growth, and according to ACRT board member Randall Miller, ACRT's foundation rests on its people.

"This company has such great employees," Miller said. "The staff truly understand the industry and have created the solid foundation on which the company currently operates."

Miller cites the men and women that work for ACRT as the basis and motivation for the board's activities.

"The board is very interested in employee well-being," Miller said. "It's crucial that we get their input and work alongside the executive team to communicate the values of both the board and leadership to the employees."



Miller has been involved in the industry for many years and has served on several boards and committees, including the UAA executive board as president, the ISA certification test committee and the TREE Fund.

"While I'm familiar with the industry itself, I'm not necessarily familiar with everything the employees are facing out there," Miller said. "Participation on this board and interacting with other employees is critical to how I help ACRT meet its goals."

Miller provides a unique perspective for ACRT in his position. As a prior customer, he understands the needs and trends from that crucial perspective.

"I think I've got quite a bit to contribute," Miller said. "This company has a really dedicated executive team and a solid board. My goal is to help keep them on a firm foundation and do what I can for the stakeholders."

# One Vehicle, One Driver, One Job

## Driving Safety Through Fleet Management

As Fleet Manager for ACRT, Jeffrey M. Scott, Sr. understands the difference between man and machine: machines are replaceable, man is not.



"With every discussion, every meeting, every job assignment—the first conversation is safety," Scott said. "That's how we start and it's a solid investment that leads to a great return."

Fleet management is nothing new for Scott. Following 12 years of active duty in the Air Force and six years in the reserves, Scott continues to build on his transportation experience by supervising, improving and maintaining ACRT's fleet.

"Each truck comes with a toolbox to keep things from moving around in the cabin, a fire extinguisher, a 'How's my driving?' decal, beacon lights on top and seat organizers," Scott said. "My goal is to make these vehicles serve our personnel for as long as possible while keeping them safe and performing well."

While Scott maintains spare trucks equating to 10 percent of the number of people working on a job, he tries to keep arborists and foresters in their own dedicated vehicles.

"I've always stated that it's 'one vehicle, one driver, one job,' and that's how we try and keep it," Scott said.

The ACRT fleet consists of 95 percent Chevy or GMC trucks with the remainder divided between Ford and Toyota. Scott is currently adding more GPS tracking and navigation systems to vehicles. These units help fleet personnel monitor locations and status as well as send direct messages to vehicle operators.

Scott currently sits on the ACRT safety committee alongside National Safety Manager Gerald Conn and several others and helps plan and implement safety measures. Through preparation, awareness and dedication to success, Jeff Scott ensures that the ACRT fleet is managed from fascia to trailer hitch and beyond.

# New Opportunities, New Challenges

## Empowering Operations For Future Growth



Bryan Durr was recently promoted to Operations Manager for the Southeast Region. In his new role, Durr will create and implement plans to make ACRT more productive in its day-to-day business operations.

"I'm looking forward to working with the utilities," Durr said. "As an operations manager, I'll be preparing budgets, facilitating program implementation, controlling inventory, handling logistics and supervising personnel."

Durr worked on ACRT's west coast contracts for several years in various roles and is currently an active member in

ACRT's ESOP communication committee. He will be based out of the central Florida region where he will focus on several ACRT accounts.

Todd Rockwell, who also worked on ACRT's west coast contracts, recently transferred from his post in California to ACRT's Eastern Region.



"An opportunity came up to serve the Eastern team and new utility customers," Rockwell said. "I'll be supervising operations out there and helping to ensure that our business grows and functions as perfectly as possible."

"Both of these men will be strong additions to our Eastern team," said Todd Jones, ACRT's Chief Operations Officer. "Staff and clients will benefit greatly from their dedication to smooth operations and devoted management."

# Health and Safety in the Workplace

## Staying Productive Means Staying Safe

Occupational injury expenses cost U.S. employers an average of \$170 billion a year. This cost, amongst others, generates indirect expenses that are not immediately apparent. An unsafe work environment also results in lower morale, which can damage client relationships and increase absenteeism.

By establishing an effective health and safety management program, companies can take control and significantly reduce the costs of injury and illness. Every dollar invested in safety can lead to greater returns in the long run, but improving employee health and safety isn't just about reducing costs. Companies promote safe operations to enhance their brand and promote job satisfaction, which motivates workers to be more efficient and productive.

All health and safety programs must be supported by a strong, internal culture. A company's health and safety program must be tailored to its individual needs, but the core components must remain. For example, safety and health objectives should be supported by the entire management team.

Remember that success is built on conscientious employees and safety training practices. Make it your goal to become leaders in safety performance.



## Safety Tip: Be safe, not sorry!

Practice our 360° Walk Around safety program! Check for children or animals that may have crawled under your fleet vehicle while you were working.

